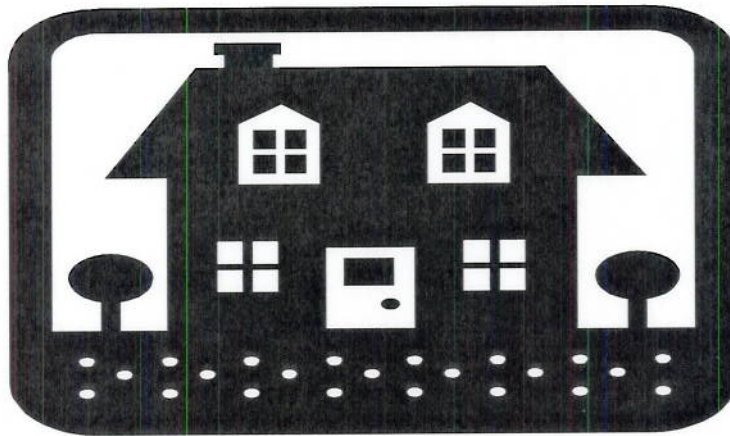




US ARMY GARRISON MANNHEIM GERMANY



FAMILY HOUSING MANAGEMENT POLICY

**2nd EDITION
JUNE 2009**



IMO TELEPHONE DIRECTORY IMO AND WEBPAGES

GARRISON COMMANDER

DSN 380-1500

DEPUTY GARRISON COMMANDER

DSN 380-1510

GARRISON COMMAND SERGEANT MAJOR

DSN 380-1520

WORK ORDER Government Quarters

CIV 730-2074

WORK ORDER Appliance Repair

CIV 0621-2804724

EMERGENCIES (After Duty Hours)

DSN 380-115

Fire	730-117
US Army Heidelberg Clinic	06221172891
Klinikum Mannheim (University Hospital)	0621-383-0
Military Police	730-114
German Police/Polizei	730-110
Emergency Engineer	730-115

Work orders may also be submitted through the DPW Webpage at
<http://home.mannheim.anny.mil/dpw/index.htm>

Community information may be obtained through the Garrison Webpage at
<http://home.mannheim.army.mil>



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON MANNHEIM
UNIT 29901
APO AE 09086-9901

IMEU-MAN-ZA

JUL 13 2009

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Mannheim Army Family Housing Management Policy (USAG Mannheim Order 420-1)

1. References:

- a. Army Regulation 420-1, Army Facilities Management, 12 February 2008
 - b. Army in Europe Supplement 1 to AR 420-1, Army Facilities Management, 20 November 2008
2. The purpose of this memorandum is to outline management of Government-controlled family housing within the United States Army Garrison Mannheim (USAG Mannheim) community.
3. The guidance contained in this directive is applicable to Government-controlled family housing within the Mannheim Military Community.
4. The following policies are placed into effect with the publication of this directive.

a. The commander, USAG Mannheim, will serve as the Installation coordinator for all Government-controlled family housing areas in Mannheim. The Commander will manage housing areas through the Area Coordinator and Mayoral programs to maintain the high quality of life for the housing residents and acceptable standards in facilities and on grounds.

b. A mayor will be appointed by the Commander, USAG Mannheim, to serve a one-year term. The mayor will be an adult military spouse resident of family quarters within the housing area. If no spouse volunteers to serve as mayor, a military service member may assume the duties of mayor within the housing area in which he/she resides with the permission of his/her commander. The Housing Office will conduct the selection process and staff selections through the Garrison Commander's office. Duties and responsibilities of mayors are outlined in CHAPTER 9.

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SUBJECT: USAG Mannheim Family Housing Management Policy (USAG Mannheim 420-1) (Cont.)

c. Army Family Housing (AFH) in the Mannheim community is located in Benjamin Franklin Village (BFV) and is divided into eight (8) housing areas. The responsibility of the Area Coordinator for each housing area is assigned to a major tenant unit commander, as reflected below:

<u>AREA LOCATION</u>	<u>TENANT COMMANDER</u>
A – Grant Circle / Taylor Street	2 nd Signal Brigade
B – Jackson Street	7 th Signal Brigade
C – Jefferson Street	95 th Military Police Battalion
D – Jefferson / Washington Street	18 th Military Police Brigade
E – Lincoln Street	4 th ASOS
F – Washington Street	28 th Transportation Battalion
G – Columbus Street	1-214 th Aviation Regiment
H – Columbus Street	72 nd Signal Battalion

d. The USAG Mannheim Housing Manager will appoint in writing Assistant Area Coordinators and Building Coordinators and keep appointments on file. The senior area/building resident with at least one year remaining prior to their DEROS will typically be appointed as Assistant Area Coordinator and/or Building Coordinator. The appointment as Assistant Area Coordinator or Building Coordinator will continue until such time as officially relieved from the appointment. The appointment will typically remain in effect for minimum of one year, even though a more senior resident may be assigned to the building.

e. Building Coordinators are responsible for appointing Alternate Building Coordinators to perform the duties during their absence. The Building Coordinator will also appoint Stairwell Coordinators. A listing of personnel assigned to the building will be provided to the Building Coordinator and updated as changes occur. Additionally, the Housing Chain of Command will be prominently posted on each stairwell bulletin board.

f. The Housing Manager or designated representative will conduct initial training sessions for newly assigned Building Coordinators upon receipt of their appointment orders. Contact e-mail addresses will be provided at the same time.

5. Responsibilities for the effective management of Government-controlled housing include:

a. Commander, USAG Mannheim:

(1) Serve as the Installation Coordinator for all Government-controlled housing.

(2) Provide general guidance and support to the Area Coordinators and Assistant Area Coordinators as required.

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SUBJECT: USAG Mannheim Family Housing Management Policy (USAG Mannheim 420-1) (Cont.)

(3) Resolve disciplinary and family misconduct problems beyond the capability of Area Coordinators IAW AE Regulation 27-9, Misconduct by Civilians. The USAG Mannheim, Commander is the Family Member Action Officer (FAMO).

(4) Ensure compliance with directives.

(5) Chair Town Hall meetings or provide a designated representative.

(6) Coordinate all housing area issues with tenant commanders, including written performance appraisals of Building Coordinators, as needed.

(7) Chair Community Information Forum (CIF) meetings every other month.

(8) Chair the housing chain of command forum semi-annually.

b. Area Coordinators: See CHAPTER 2.

c. Assistant Area Coordinators: Assist the Area Coordinator in the accomplishment of responsibilities and in the maintenance and upkeep of the housing area.

d. Building Coordinators: See CHAPTER 3

e. Stairwell Coordinators: See CHAPTER 4

f. Housing Area Mayors:

(1) Provide recommendations to the Commander, USAG Mannheim for improving community life.

(2) Keep Area Coordinator and residents informed of services, programs, procedures, policies and future plans.

(3) Improve the flow of information between the housing area residence and various agencies and staff of the USAG Mannheim.

(4) Assist in conducting quarterly town Hall meetings to discuss housing area issues and concerns.

(5) Attend CIF meetings and quarterly Town Hall meetings.

(6) Perform other duties as outlined in CHAPTER 9.

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SUBJECT: USAG Mannheim Family Housing Management Policy (USAG Mannheim 420-1) (Cont.)

6. Open Door Policy: Thursday afternoons from 1400-1500 hours are reserved for open door visits with the USAG Mannheim Commander. Individuals who desire an audience with the USAG Mannheim Commander may contact the USAG Mannheim Command Administrative Assistant at DSN 385-1500 or civilian 0621-730-1500 to schedule an appointment.

7. The point of contact for this directive is the USAG Mannheim, Chief, Housing Division at DSN 385-2611.


JEFFREY FLETCHER
LTC, AG
Commanding

DISTRIBUTION: C

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CHAPTER 1

ORGANIZATION OF HOUSING AREAS

1. Family housing buildings within the USAG Mannheim are divided into separate areas as identified in **APPENDIX I to CHAPTER 1**. The duties of Area Coordinator will be assigned to the Commander of a tenant unit for the Housing Areas listed in this appendix. The Housing Manager will appoint a senior resident of the housing area on orders as the Assistant Area Coordinator. This individual will be responsible for assisting the Area Coordinator in the supervision and management of the housing area and other duties as listed in **CHAPTER 2**.
2. The Housing Manager will appoint a Building Coordinator in writing. The Building Coordinator will typically be the senior resident of the building that has a minimum of 12 months remaining prior to DEROS.
3. Building Coordinators must appoint an Alternate Building Coordinator and Stairwell Coordinators. Stairwell Coordinators will usually be the senior resident of the stairwell. All appointments will be made in writing and a copy of the appointment order will be provided to the Housing Manager, as well as a current email address.
4. Responsibilities of Area, Building and Stairwell Coordinators are defined in **CHAPTERS 2, 3 and 4**, respectively in this directive.
5. The Area and/or Assistant Area Coordinator will maintain listings of all Building and Stairwell Coordinators. They will be reviewed routinely at neighborhood meetings to ensure appropriate appointments have been made, necessary training has been received and alternate coordinators have been designated to serve during periods when the appointed coordinator may be absent. Area Coordinators will be provided a copy of each Building Coordinator appointment that is made by the Housing Manager. The Housing Manager will maintain a consolidated listing of all Area and Building Coordinators and will provide copies to the USAG Mannheim Commander, Command Sergeant Major and the Directorate of Emergency Services (DES).
6. The Housing Area Chain of Command is displayed at **APPENDIX 2 TO CHAPTER 1**. All problems or disputes within a housing area should be elevated to the next level of command as shown. A copy of the Housing Area Chain of Command (with names and addresses include must be prominently displayed in each stairwell of government-controlled housing (format at **APPENDIX 3 TO CHAPTER 1** will be used).

CHAPTER 2

AREA COORDINATOR RESPONSIBILITIES

1. The Area Coordinator for each housing area will be a brigade or battalion level tenant commander. The senior resident of each housing area who has a minimum of 12 months remaining on his/her tour will be appointed in writing by the Commander, USAG Mannheim as the Assistant Area Coordinator. This individual will be responsible for assisting the Area Coordinator in representing the interests of housing residents within his/her assigned area and working to improve the quality of life of residents and the conditions and appearance of the housing area.

2. Specific responsibilities of the Area Coordinator/Assistant Area Coordinator include:

- a. Monitor and enforce the Housing Area Chain of Command for their assigned housing area.
- b. Coordinate the spring and fall cleanup campaigns within their assigned housing areas.
- c. Ensure that Building Coordinators correct deficiencies in the policing of grounds, parking areas, streets, and sidewalks surrounding their assigned buildings. Building Coordinators should report individuals responsible for simple neglect or willful damage/destruction to the Community Housing Manager for appropriate action.
- d. Ensure that Building Coordinators maintain common-use areas (laundry rooms, play rooms, unfinished attics, storage rooms, stairwells, halls, dumpster areas, lawns and parking areas) in satisfactory condition.
- e. Ensure that building Coordinators conduct bi-weekly inspections of building and common-use areas.
- f. Ensure that Building Coordinators counsel and meet with Stairwell Coordinators and residents, as outlined within this directive.
- g. Resolve minor disciplinary and family misconduct problems that cannot be handled by Building and Stairwell Coordinators. Ensure that more serious problems are reported to the sponsor's unit chain of command. Provide recommendations to the Commander, USAG Mannheim, for serious problems that exceed the Area Coordinator's authority.

CHAPTER 2 (continued)

- h. Issue Housing Citations or Letters of Admonishment to residents in violation of this directive or other regulatory guidance.
 - i. Respond to incidents of security threats and misconduct. Request Military Police support when required.
 - j. Meet with Assistant Area Coordinator and Building Coordinators and ensure detailed inspections of common-use areas are conducted at least monthly. Assistant Area Coordinators will inspect the areas monthly, spot-checking to validate accuracy/quality of Building Coordinators' weekly reports. The checklist provided in **APPENDIX 1 TO CHAPTER 2** should be used for this purpose. A copy of the checklist should be provided to the Building Coordinator and one copy retained on file.
 - k. Ensure that Stairwell Coordinators and alternates are appointed as required by this directive. The authority to make these appointments also includes the authority to provide input for evaluation reports of the appointed individuals.
 - l. Promote the community Separate or Recycle Trash (SORT) Program (**CHAPTER 10**).
 - m. Promote the community Safe Neighborhood Awareness Program (SNAP) (**CHAPTER 11**).
 - n. Assistant Area Coordinators will additionally be responsible for signing a hand-receipt from the Assistant Installation Coordinator, Benjamin Franklin Village, for grounds maintenance equipment (to include power lawn mowers) that will be maintained in a CONEX container within their assigned areas. The Assistant Area Coordinators will be responsible for controlling access to these containers and the equipment contained therein. The Assistant Area Coordinators will also be issued a key permitting them to obtain gas from a military gas station for use in the government-owned lawn maintenance equipment.
3. Assistant Area Coordinators will ensure that the Housing Area Chain of Command signs are up to date with the current photos and contact information, and that the names of the Housing Area Chain of Command are prominently posted in each stairwell. Any and all changes to the Chain of Command, such as new appointments, will be posted immediately to the Housing Area Chain of Command signs and to the Chain of Command displayed in the stairwell bulletin board. Format at **APPENDIX 3 TO CHAPTER 1** will be utilized for latter purpose.

CHAPTER 2 (continued)

- 4. Area Coordinators or the Assistant Area Coordinator will hold meetings as outlined in CHAPTER 6 and will attend quarterly Town Hall meetings and monthly Community Mayoral meetings as outlined in CHAPTER 6.**
- 5. Area Coordinators or Assistant Area Coordinators will counsel Building Coordinators at least quarterly on performance of neighborhood duties. A checklist to guide this counseling is at APPENDIX 1 TO CHAPTER 2.**
6. Excellent or persistently poor performance will be recorded in writing, sent to the Building Coordinator for comment, and then forwarded to his/her Battalion Commander for review. Handwritten completion of the checklist at **APPENDIX 1 TO CHAPTER 2** will suffice to meet this requirement.
7. Area Coordinators will inform the USAG Mannheim Commander if performance fails to improve. The USAG Mannheim Commander will counsel the Service member as required. Failure to improve after counseling by the USAG Mannheim Commander may result in relief from responsibilities and/or other administrative action.
8. Ensure Housing Area Chain of Command signs are up to date with contact information.

CHAPTER 3

BUILDING COORDINATOR RESPONSIBILITIES

1. Building Coordinators are responsible to the Area Coordinator and Assistant Area Coordinator for the performance of all assigned duties. The Building Coordinator may delegate specific duties to Stairwell Coordinators to include during long-term deployments of the building coordinator.

2. Building Coordinators must reside in the buildings for which they are responsible and will normally be the senior ranking resident that has a minimum of 12 months remaining prior to DEROs at the time of appointment (excluding residents serving as Area Coordinator or Assistant Area Coordinator).

3. Specific Building Coordinator responsibilities include:

a. Serves as the Fire Warden for his building and ensures that residents are briefed on fire prevention. Building Coordinator must attend Fire Warden Training provided by the USAG Mannheim Fire Department once a year. Alternate Building Coordinators must comply with the same requirements when appointed.

b. Serves as the "Safe Neighborhood Awareness Program (SNAP) Coordinator"
CHAPTER 11.

c. Designate an Alternate Building Coordinator and Stairwell Coordinators and alternates. Ensure appointments are in writing and rosters are maintained of the appointed individuals. Ensure appointed individuals are properly trained and counseled, as required. A sample appointment memorandum for stairwell coordinators and alternate building coordinators is provided at **APPENDIX 3 to CHAPTER 3.**

d. Counsel Stairwell Coordinators at least quarterly. Use the checklist at **APPENDIX 1 TO CHAPTER 2** for this requirement. Excellent or consistently substandard performance will be raised to the Assistant Area Coordinator for action. The Assistant Area Coordinator then counsels the Service member and, in coordination with the Area Coordinator, takes appropriate action in a manner identical to procedures identified in **CHAPTER 2**, paragraph 6 for Build Coordinator counseling.

e. Counsel newly assigned residents within three days of their assignment to quarters regarding their responsibilities as residents, pursuant to this directive. Counsel Stairwell Coordinators quarterly regarding their responsibilities, as outlined in this directive.

CHAPTER 3 (continued)

f. Conduct bi-weekly inspections of common-use areas, laundry rooms, playrooms, unfinished attics, and storage rooms to help eliminate fire, health and safety hazards, avoiding the build-up of trash and combustible materials in common-use areas. Paint and other combustible materials will not be stored within the building. Building Coordinators will ensure that all windows in unfinished attic areas are kept closed at all times to prevent birds from entering and nesting in these areas. Consult the Fire Department and the USAG Mannheim Safety Office for more hazard information. Building Coordinators will use checklists at **APPENDIX 4 TO CHAPTER 3** in accomplishing required inspections. The first week of each month, the Building Coordinator will forward a copy of all completed checklists in conjunction with the monthly report specified in paragraph 3g below to the Assistant Area Coordinator.

g. Prepare inspection reports as required by this directive and/or as directed by the Area Coordinator or Assistant Area Coordinator.

h. Conduct a monthly meeting for residents and report the results in writing to the Assistant Area Coordinator. Attend quarterly Area Coordinator/Assistant Area Coordinator meetings and semi-annual Town Hall meetings (**see CHAPTER 6**).

i. Issue Housing Citations to residents that are not in compliance with this directive and/or other appropriate guidance. A Housing Citation form is provided at **APPENDIX 1 to CHAPTER 3** for use by Area Coordinators, Assistant Area Coordinators and Building Coordinators.

j. Execute duties as Accountable Officer and hand-receipt holder for government-furnished garden tools. Building Coordinators will be provided the following minimum number of items from the Self-Help Store:

<u>ITEM</u>	<u>QUANTITY</u>
Broom, Push Type	2
Broom, Straw	2
Dust Pan	2
Garden Hoe	2
Lawn Rake	2
Shovel, Snow Removal	1
Grass Cutting Shear	1

CHAPTER 3 (continued)

(Note: Building Coordinators should contact the DPW Self-Help Store, Building 374, Taylor Barracks, for issue and/or replacement of these items.)

k. Power lawn mowers are available in each area. These items are under the control and supervision of the Assistant Area Coordinator. Access to power lawn mowers must be coordinated with the Assistant Area Coordinator.

l. Coordinate common activities to include preservation of the building and landscaping, fire prevention (monthly), enforcement of the community beautification program and conservation of utilities within the area of responsibility.

m. Report maintenance deficiencies in common-use areas in Benjamin Franklin Village to the maintenance contractors Work Order Section (civilian 0621-730-2074 or DSN 385-2074). The residents will correct deficiencies in the police of the area.

n. Report any unauthorized personnel who are found in spare rooms or quarters to the Assistant Area Coordinator and the Housing Manager. Provide as much information as possible when reporting unauthorized personnel. Residents should report discoveries of vagrants to the Community Provost Marshal.

o. Control keys and usage of common-use rooms. Building Coordinators will receive keys to common-use storage rooms, stairwell exit doors, etc., from the Facilities Branch, Housing Division, room 305, building 255, Sullivan Barracks. Departing Building Coordinators will return all keys to the Facilities Branch, Housing Office. Entry into electrical and mechanical rooms is prohibited and doors to these rooms are to be locked at all times. In the event of an emergency or to report unusual noise from these rooms, contact the Government Quarters Work Order desk (see applicable phone numbers on inside of front cover).

p. The Building Coordinator controls all common-use storage rooms in attics and basements (except laundry rooms, unfinished attics, etc.). These may be used as additional storage rooms for individual residents, party rooms, etc. Building Coordinators will submit written request to use rooms for other purposes to the Assistant Area Coordinator. The Assistant Area Coordinator will review and make a recommendation for final action to the Housing Manager. Requests to the Assistant Area Coordinator will contain at least the following information:

- (1) Address (street, building and stairwell number and location).
- (2) Proposed use of the room (i.e., party room, meeting room, other).

CHAPTER 3 (continued)

(3) Appliances/furniture (describes all electrical appliances and wall-mounted furnishings and show planned location and state whether privately owned).

(4) Proposed maintenance/cleaning schedule.

q. The Building Coordinator will either coordinate a roster for common-use area cleaning and grounds maintenance or collect a fee from residents and complete a private contract for the completion of these responsibilities. Coordinate the cleaning and maintenance requirements with the Stairwell Coordinators. Minimum areas to clean/maintain are:

(1) Exterior Premises: Concrete sidewalks, outside steps, building entrances, rear and side basement steps, parking lots and dumpster areas will be swept weekly. Lawns will be mowed regularly to enhance the appearance of the area. Building Coordinators are responsible for maintaining grounds within a distance of 50 feet from their assigned building, or halfway to the next family housing building, whichever is less. Outside glazed surfaces of stairwells will be cleaned weekly. In winter, sidewalks will be shoveled and a minimum sanding/salting done to avoid ice accumulation. In areas with enclosed trash dumpsters (Columbus Street) building coordinator will ensure that snow is removed from the aisles between the trash dumpsters to enable trash removal. Unassigned and guest parking places will also be kept free of snow and ice, using shovels and sand/salt mixtures.

(2) Building Interiors: Ensure that all common surfaces are swept each workday and wet-mopped weekly, including stairwell railings, door entrances, hallways, stairwell steps, basement floors and attic floors with open access. Building Coordinators will ensure that stone floors/staircases are not waxed. Even non-slip wax products are prohibited for use on stairways and floors in family quarters. Waxing of floors can pose a safety hazard for residents of family quarters.

r. Post laundry and drying room cleaning schedules, including all residents and ensure adherence to the schedule (Building Coordinators may choose not to use schedules if they deem this unnecessary). The Building Coordinator may authorize privately owned furniture (chairs, shelves, etc.) for use in laundry rooms.

s. Enforce the Community Separate or Recycle Trash (SORT) Program and distribute brown paper bags (from Expanded Self Help Store) to residents for grass cuttings/clippings during warm weather. Details of the SORT Program are listed on the DPW web page and in the Family Housing Residents Handbook.

CHAPTER 3 (continued)

t. Enforce the Bulk Trash Pickup Program by ensuring all residents are briefed and fully comply with the rules of the program. Building Coordinators will issue a citation to residents who place bulk trash next to a trash dumpster or place bulk trash on the curb at any time other than Sunday evenings between 1800-2200 hrs. Building Coordinators will be responsible for removing any illegally placed bulk trash within the area of responsibility. Details of the Bulk Trash Pickup Program can be found on the DPW web page and in the Family Housing Resident Handbook.

u. Control Resident POV Parking Allocations:

(1) The Building Coordinator may allocate and designate one parking space per apartment in all government housing areas. Excess spaces may be designated for guest parking at the discretion of the Building Coordinator and with the concurrence of the Assistant Area Coordinator. Housing residents and their guests are prohibited from parking in spaces designated for other housing residents or designated as guest parking spaces without the permission of the resident to whom the space is assigned or the Building Coordinator. If an unauthorized vehicle is parked in a resident's spot, the Building Coordinator should issue a citation to the violator with a copy sent to the Housing Office.

(2) Parking of unregistered and non-operational vehicles in government housing areas is strictly prohibited. Such vehicles will be parked in areas that the Installation Coordinator of the owner's duty installation designates. Building Coordinators will immediately report all unregistered or abandoned privately owned vehicles to the Assistant Area Coordinator for appropriate action.

(3) Privately owned vehicles will not be parked within seven feet of trash dumpster containers or in any manner that will interfere with DPW or contractor operated equipment having access to empty the containers.

(4) Parking or driving on the grass (lawn areas) is forbidden.

(5) Residents are not permitted to start their automobile engine and let it idle to warm up. This is a violation of German environmental laws and violators are subject to substantial fines.

(6) Trailers, camping trailers and/or other recreational vehicles are to be parked in an area designated by the Installation Coordinator.

v. Building Coordinators will receive and resolve complaints and problems. The following process will be used in the resolution of complaints/disputes:

CHAPTER 3 (continued)

- (1) Sponsors with a complaint will first examine all relevant directives for the solution.
- (2) If necessary, sponsors will then submit complaints in writing to the Stairwell Coordinator with all details necessary for resolution. Unresolved problems will then go to the Building Coordinator for action.
- (3) Continuing or unresolved problems will be submitted in writing with full details to the Assistant Area Coordinator for action.
- (4) Complaints still not resolved will be referred to the Area Coordinator. Complaints presented to the Area Coordinator will be initiated by the complainant's sponsor, endorsed by each official in the Housing Area Chain of Command and will contain recommendations for corrective action. The Area Coordinator may take appropriate action in the form of involvement of the chain of command, letter of admonishment, housing citation or other action that is deemed appropriate.
- (5) Complaints not resolved within the Housing Area Chain of Command will be referred to the Commander, USAG Mannheim, for appropriate action. When referred to the USAG Mannheim Commander, documentation will be provided concerning actions undertaken to resolve the situation.

(Note: Complaints based on unsanitary or other unsatisfactory conditions in family housing units beyond resolution by the Housing Area Chain of Command will be reported in writing to the Commander, USAG Mannheim, along with all available information. The Commander, USAG Mannheim, will direct the sponsor's Unit Commander to inspect the quarters with representatives of the Preventive Medicine Service and the Housing Office, as appropriate.)

CHAPTER 4

STAIRWELL COORDINATOR RESPONSIBILITIES

1. Stairwell Coordinators will assist the Building Coordinator in performing all Building Coordinator responsibilities and duties reflected in **CHAPTER 3**. The Stairwell Coordinator will typically be the senior resident of the stairwell. The tenure of the Stairwell Coordinator will be indefinite or until departure from the community, reassignment to another family housing unit in another building or stairwell, or until properly relieved by the Building Coordinator.
2. The Building Coordinator will appoint Stairwell Coordinators and alternates in writing. A current roster of all Stairwell Coordinators will be maintained by the Building Coordinator and provided to the Assistant Area Coordinator.

CHAPTER 5

MISCONDUCT IN FAMILY HOUSING

1. The community leadership and the Housing Area Chain of Command exercise control over housing residents. Residents are required to cooperate with the Housing Area Chain of Command to ensure good order and to solve problems at the lowest level possible. Cooperation with the Housing Area Chain of Command will preclude unnecessary involvement of the Military Police, potentially leading to avoidable administrative or legal action against sponsors, family members or guests.

2. The Housing Area Chain of Command should solve routine and minor discipline problems, including but not limited to, the following:

- a. Minor breach of the peace (e.g., excessive noise).
- b. Littering.
- c. Minor vandalism (less than \$300) to Government property (All vandalism should be reported to the Housing Division).
- d. Parking disputes
- e. Fighting among children
- f. Minor disputes between neighbors
- g. SORT/Recycling violations
- h. Minor infractions of this directive
- i. Failure to properly care for/clean Government quarters common-use areas
- j. Failure to cooperate with the Housing Area Chain of Command.

3. The Housing Area Chain of Command should immediately refer the below listed types of problems (the list is not intended to be all inclusive) to the Military Police:

- a. Assaults
- b. Domestic disturbances

CHAPTER 5 (continued)

- c. Damage or personal injury caused by pets.
 - d. Interactions with seriously intoxicated persons.
 - e. Other incidents believed to require trained professionals and/or involve the possibility of physical confrontation.
 - f. Vandalism to personal property. Residents in quarters may, in some cases, be entitled to file a claim for vandalism damage to their personal property. Claims procedures require claimants to submit a copy of a Military Police report to substantiate their claims. For this reason, the Military Police should be notified in all cases of vandalism to personal property in order to properly document the incident and to ensure that the claimant's interests are protected.
4. Problem resolution for those items listed in paragraph 2 above and problems of similar magnitude should generally follow the steps outlined below:
- a. Discussion by affected Stairwell Coordinator(s) with those involved in order to achieve voluntary cooperation/resolution.
 - b. Unresolved problems should be immediately brought to the attention of the Building and Assistant Area Coordinators, as necessary. Situations presented to the Building or Assistant Area Coordinator will be submitted in writing along with an evaluation by the Stairwell Coordinator concerning the incident and recommendations for resolution. Assistant Area/Building Coordinators should issue a Housing Citation (**APPENDIX 1 to CHAPTER 3**) to the offender and counsel him/her regarding the deficiencies.
 - c. Assistant Area Coordinators will forward still unresolved problems particularly difficult and/or sensitive problems, to the Area Coordinator. A copy of the correspondence will also be provided to the Housing Manager. Likewise, incidents involving repeat offenders should be handled in the same procedure.
 - d. Area Coordinators will seek to resolve the situation through communication with the command of the sponsor(s) involved. If satisfactory resolution is not obtained, the matter should be referred to the Commander, USAG Mannheim, for appropriate action.
5. Using the problem resolution steps outlined above, the following remedies are available:
- a. Counseling by the Housing Area Chain of Command: Many problems need only an unbiased party to mediate disputes.

CHAPTER 5 (continued)

b. Clear-cut violations of regulation, policy or this directive: Any responsible official in the Housing Area Chain of Command may direct compliance.

c. Issuance of a Housing Citation by the Assistant Area or Building Coordinator.

d. For soldiers, punitive action under the Uniform Code of Military Justice (UCMJ). Additionally, **SPONSORS MAY BE HELD FINANCIALLY LIABLE FOR THE TOTAL AMOUNT OF ANY DAMAGES TO GOVERNMENT PROPERTY CAUSED BY THEIR ACTIONS, THE ACTIONS OF THEIR FAMILY MEMBERS, OR GUESTS.**

e. Administrative action may be taken under the provisions of AR 420-1, USAREUR Regulation 420-1, USAREUR Regulation 27-9 (covers family members) and this directive. Sponsors or their family members may be subject to each of the following or any combination thereof:

- (1) A letter of Warning, reprimand, or admonishment
- (2) Involuntary Quarters Termination (Eviction)
- (3) Termination of Individual Logistical Support
- (4) Early Return of Family Members to CONUS
- (5) Curtailment of Military Sponsor Tour
- (6) Denial of Individual Logistical Support on any subsequent return to USAREUR.

(NOTE: Letter of warning or reprimand may be issued by Commanders of the sponsors involved. The admonishment letter and items 2 through 6 is complex actions that may require communication with DPW, DOL, SJA, and require the approval of the USAG Mannheim Commander. Item e (4), Early Return of Family/ Members to CONUS, may be requested by either the sponsor, the sponsor's Chain of Command and approved by the USAG Mannheim Commander.)

CHAPTER 6

AREA MEETINGS

1. Neighborhood meetings must be held to keep neighborhood programs coordinated, pass on critical information and surface problems that may require the assistance of the community staff to resolve.

2. Meeting frequency varies with the level of authority. The following meetings should be held at a minimum:

a. Building Coordinators will host monthly meetings. Attendance will be mandatory for Stairwell Coordinators and optional, but encouraged, for residents.

b. Assistant Area Coordinators will receive written reports of Building Coordinator monthly meetings and will host their meetings quarterly. Attendance will be mandatory for Building Coordinators and Stairwell Coordinators.

c. Quarterly (in the months of Feb, May, Aug & Nov) the USAG Mannheim Commander will host Town Hall Meetings that will be open for attendance by family housing residents in all housing areas. The, Area Coordinators, Assistant Area Coordinators, Building Coordinators, Mayors and community staff representatives (DPW, DOL, DES, DMWR, and others required) will also attend the quarterly Town Hall Meetings.

3. Attendance at the quarterly Town Hall Meeting is **mandatory** for the Area Coordinator, Assistant Area Coordinator and all Building Coordinators. All housing residents are encouraged to attend.

CHAPTER 7

YARD, ATTIC, AND SIMILAR SALES

The USAG-Mannheim Commander will provide information throughout the year on yard, attic, and similar sales. Dates, times and locations for these events will be distributed to the community through the public affairs office of USAG-Mannheim.

CHAPTER 8

WELCOME WAGON

1. The Welcome Wagon Program is designed to welcome new residents to the building, inform them of housing area responsibilities and provide a rapid means to "get acquainted" with neighbors. Responsibilities include:

a. Area Coordinator/Assistant Area Coordinator: Ensure Building or Stairwell Coordinators greet newcomers. Require Building Coordinators to report on newcomers at monthly meetings.

b. Building Coordinator: Form a Welcome Committee consisting of the Building Coordinator and all Stairwell Coordinators. A volunteer committee may also be used. Spouse participation is encouraged. Greet all incoming families. Ensure they have welcome packets; unit sponsors and that they are briefed on all building policies. Explain local transportation network and location of nearby facilities.

c. Stairwell Coordinator: Same as Building Coordinator.

(NOTE: The Welcome Wagon is intended to make people feel welcome. Use your imagination. How would you like to be welcomed to a community? Possibly take them a food dish [casserole, etc.]. Make the newcomer feel at home.)

2. Suggested Activities: The below listed activities can also be used to build community spirit and a sense of "neighborhood":

- a. Arrange group sporting events.
- b. Outings to local areas and places of interest.
- c. Building or Stairwell potluck dinners.
- d. Area craft competitions.

CHAPTER 9

U.S. ARMY GARRISON MANNHEIM MAYORAL PROGRAM

1. **PURPOSE:** To establish responsibilities, guidance and procedures governing the management of well being for all residents of Army family housing and the supervision of housing areas.
2. **APPLICABILITY:** This Standard Operation Procedure applies to all occupants of family housing in Mannheim and agencies supporting military activities or providing community service.
3. **GENERAL:** The Mayoral Program is designed to improve the quality of life for service members and members who reside in Mannheim Army Family Housing. It establishes a channel for monitoring, informing, planning and coordinating actions among housing area residents, the Garrison chain of command and community support agencies and tenant units. The goals established as an integral part of the program are:
 - a. Provide recommendations to the Garrison Commander for making decisions to improve community life and to inform the housing residents of services available.
 - b. Improve the flow of information between housing area residents and the Garrison Commander and staff.
4. **MAYORS:** Mayors are unpaid volunteers who serve as the spokesperson for the residents of their housing area. Ideally, mayors will be the spouses of Service members; in the event no spouse volunteers as Mayor, a Service member may assume the duties of mayor with the permission of his/her Commander. Mayor responsibilities are as follows:
 - a. Reside in the housing, area they represent.
 - b. Facilitate communication between area residents and Garrison Commander and staff.
 - c. Actively solicit opinions and issues from area residents and represent them at meetings.
 - d. Attend monthly Community Information Forums and quarterly Town Hall Meetings for their housing area. Mayors will be relieved of mayoral duties if they fail to attend three consecutive meetings.
 - e. Coordinate with Garrison point of contact for any issue that needs immediate attention.

CHAPTER 9 (continued)

- f. Distribute Newsletters that are provided by Garrison POC at the monthly Community Information Forum to resident mailboxes within 5 days of the meeting.
- g. Attend scheduled training.
- h. Maintain a file of information pertaining to their housing area. File should include, as a minimum, copy of the housing order, building coordinator list, telephone roster, monthly information packets, monthly newsletters, training information, etc. File will be returned to Garrison POC upon completion of mayoral duties.
- i. Provide information and/or recommendations when requested by the Garrison Commander or staff at the request of the Garrison Commander.
- j. Initiate Mayor emergency telephone tree when necessary.
- k. Work in concert with Housing Chain of Command to assist in the accomplishment of housing area goals.
- l. Attend Housing Chain of Command meetings in order to stay abreast of area issues and to disseminate community information.

5. RESPONSIBILITIES:

- a. The Mannheim Housing Office is the proponent for the Mayoral Program; the Mannheim Housing Office is the point of contact (POC). The Housing Office POC will:
 - (1) Provide administrative oversight for the program.
 - (2) Organize and administer annual elections for area mayors. Publish election guidelines 30 days prior to each election. Election guidelines and nomination forms are distributed to each mailbox in housing in the month of July. If more than one person per housing area volunteers, elections are held in August. Mayors tour of duty is September — August. Should a Mayoral slot become vacant in the course of the tour of duty, the position will be advertised in the area and the Garrison Commander will decide who will serve out the term if there is more than one volunteer.
 - (3) Arrange initial training for newly elected mayors; coordinate additional training quarterly.

CHAPTER 9 (continued)

(4) Serve as the liaison between Area Mayors, Garrison staff and Commander. Provide advice and assistance to the area mayors. Serve as the community point of contact through which mayors may raise questions, discuss problems, obtain answers and resolve problems.

(5) Schedule, coordinate and set-up/tear-down monthly Community Information Forums and quarterly Town Hall Meetings.

(6) Take notes at meetings, tracking issues through completion. Issues from meetings will be published at the next meeting.

(7) Prepare an information packet for each monthly Community Information Forum. Packet will contain all issues from the previous month's meetings in addition to all open issues from prior months, Community Events Calendar, publicity flyers for community events and other information that needs to be disseminated to area residents.

(8) Prepare a community newsletter monthly for mayors to distribute to each resident's mailbox. Newsletter will be given to mayors at the monthly Community Information Forum. Distribution is as follows: Area A — 110, Area B — 210, Area C — 310, Area D — 270, Area E — 200, Area F — 270, Area G — 340 and Area H — 270.

(9) Coordinate with USAG Baden-Wuerttemberg Printing for funding approval for reproduction. Prepare DA 844 requesting 220 copies of the Community Information Packet and 1980 copies of the Newsletter.

(10) Publish a Mayor phone tree roster to disseminate emergency information.

(11) Work with the Housing Office to ensure the goals of the Mayoral program are met.

b. **Garrison Commander** — has command responsibility for monitoring and coordinating command response to soldier and family member misconduct, overseeing the quality of life for housing residents and providing advice, assistance and support within the housing area. The mayoral program is designed to assist with these responsibilities. The Garrison Commander will:

(1) Exercise overall executive and directive authority for the Mayoral Program.

(2) Protect the rights and well being of housing area residents by directing compliance with this SOP and other directives to ensure harmony within the housing area.

CHAPTER 9 continued

(3) Chair the monthly Community Information Forum and quarterly Town Hall Meetings.

(4) Advice, assist and support the Mayoral program by providing administrative and logistical support (i.e. supplies, training, etc.).

c. **Garrison Primary Staff** includes Deputy Garrison Commander, Command Sergeant Major, Human Resource Director (HRD), Director of Morale, Welfare and Recreation (DMWR), Director of Plans, Training, Mobilization and Security (DPITMS), Director of Logistics (DOL), Director of Public Works (DPW), Housing Manager, Assistant Installation Coordinator (AIC), and Director of Emergency Services (DES). The Garrison Primary Staff will:

(1) Attend Community Information Forums and Town Hall Meetings.

(2) Provide program updates at meetings.

(3) Provide timely input to Public Affairs and Information Office (PAIO) POC on meeting issues. Suspense is five working days from the date that the PAIO POC provides issue notes.

(4) Provide PAIO POC input on any major program or upcoming event for inclusion in the Community Information packet and the Newsletter. Input is due the third Wednesday of the month.

d. **Garrison Support Staff** includes Public Affairs Officer (PAO), Chaplain, Schools Liaison Officer (SLO), Commissary Officer, AAFES Manager and representatives from Health Clinic, Dental Clinic, USO and Red Cross. Garrison Support Staff will:

(1) Attend Community Information Forums.

(2) Provide program updates at meetings.

(3) Provide timely input to PAIO POC on meeting issues. Suspense is five working days from the date PAIO POC provides issue notes.

(4) Provide PAIO POC input on any major program or upcoming event for inclusion in the Community Information packet and the Newsletter. Input is due, the third Wednesday of the month.

e. **Housing Community-Chain-Command** for the purposes of this SOP includes Area Coordinators, Assistant Area Coordinators and Building Coordinators.

CHAPTER 9 (continued)

(1) Area Coordinators and Assistant Area Coordinators will:

- (a) Attend Community Information Forums and Town Hall Meetings.
- (b) Actively solicit opinions and issues from area residents and represent them at meetings.
- (c) Work in concert with Area Mayor to assist in accomplishment of housing area goals.
- (d) Invite Mayors to Housing Chain of Command meetings so Mayor can stay abreast of area issues and disseminate community information.

(2) Building Coordinators will attend Town Hall Meetings.

6. MEETINGS:

a. Community Information Forum (CIF)

(1) The CIF is held on the first Tuesday of every month at the Top Hat Club, Sullivan barracks.

(2) The CIF is chaired by the Garrison Commander.

(3) Attendees: Senior Mission Commander, tenant commanders, Garrison Primary Support Staff, USAG-Mannheim Support Staff, Area Mayors, Area Coordinators or representative, Assistant Area Coordinators, and Family Readiness Group (FRG) leaders.

b. Town Hall Meetings

(1). Town Hall Meetings for all Housing Areas are held on the second Wednesday of month during the months of February, May, August, and November at the Top Hat Club at 1800 hours. AAFES/Commissary Council meetings are held in conjunction with Town Hall meetings.

(2). Town Hall meetings are chaired by the Garrison Commander.

(3) Attendees: Garrison Primary Staff, Commissary and PX managers, plus the Mayors, Area Coordinator of representatives, Assistant Area Coordinators, Building Coordinators, Building Coordinators & area residents from all housing areas.

CHAPTER 9 (continued)

c. **Housing Community Chain-of-Command Meeting** should be held IAW USAG Mannheim Order 420-1, Army Family Housing Management Policy (CHAPTER 6, Paragraph 2).

7. EXECUTION OF THIS SOP: Effectiveness of the Mayoral Program is contingent upon all stakeholders doing their part IAW this document.

CHAPTER 10
SORT CENTER INFORMATION

LOCATION: Taylor Barracks
 Bldg# 405B
 Telephone 381-7678

HOURS of OPERATION:

Monday 0800 - 1200
Tuesday – Saturday 0800 – 1615
Saturday 0800 – 1200 and 1230 – 1530

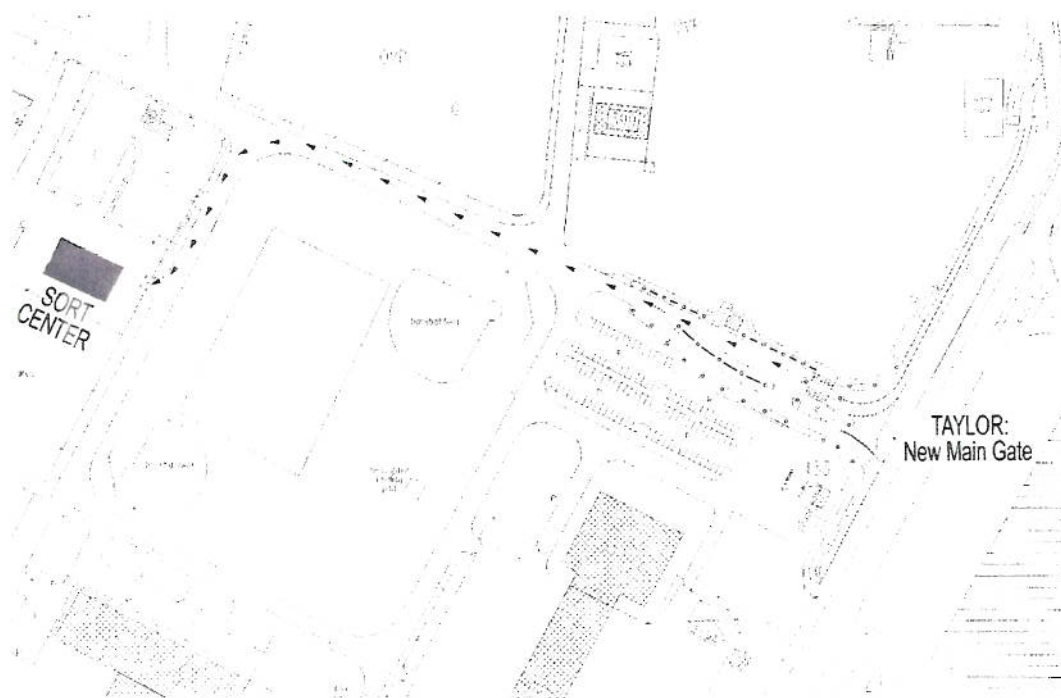
INTENDED USE: The SORT Center serves as a central collection point for Soldiers and eligible users to dispose screen, and to eliminate materials such as; equipment, furniture, waste, refuse items, and recycle goods.

ELIGIBLE USERS:

All personnel and dependents assigned, attached, stationed, or detailed to units, organizations or activities supported by the USAG-Mannheim are eligible users. DoD civilians and contractors and their dependents that possess a valid civilian identification/privilege cards and are employed in support of USAG-Mannheim units, organizations or activities are also considered authorized users.

USAG-Mannheim Family Housing Management Policy

USAG-Mannheim Family Housing Management Policy



CHAPTER 10 (continued)

Personnel living off-post (USAREUR command sponsored/non-command sponsored) are to dispose of their solid waste through their local municipal solid waste programs. Exemptions to use the SORT center are special situations/events (PCS moves, holidays, small amount of bulk waste, household hazardous waste). Assistance will be provided to off-post personnel for proper handling of hard-to-dispose items and major questions regarding municipal solid waste programs through the recycling POCs.

SORT Center Purpose:

- To provide a convenient and no cost avenue for our soldiers/eligible users to get rid of unwanted household items.
- To help lower the USAG Mannheim's annual trash disposal cost.
- To provide for the safe, proper disposal of household hazardous wastes (includes dry cell batteries, glues, adhesives, paint related materials, used paint, aerosol cans etc.)
- Customers can take serviceable, discarded items from the SORT Center free of charge for their personal use. Items must be removed immediately. SORT center employees will not provide temporary storage for any items.

Examples of Items/Materials Accepted at the SORT Center:

- Hazardous Waste/Materials (includes motor oil, antifreeze, cleaning solvents, paint, car/flashlight batteries, empty oil cans, fluorescent light tubes etc.)
- Appliances (includes A/C units, ranges, refrigerators, washing machines, dryers, vacuums). Electronics (includes TVs, stereos, computer equipment, VCRs)
- Window Panes, Plate Glass & Mirrors

CHAPTER 10 (continued)

- Tires
- Furniture (incl. chairs, tables, desks and bookcases)
- Wood or Pallets
- Clothing, Curtains, and Rags
- Carpets & Rugs
- Bicycles, Toys and Scrap Metal

Material not accepted:

- Military Property (except batteries)
- Government Hand-Receipt Property
- Industrial Property car Waste

Important information:

The SORT Center is not a Defense Reutilization Marketing Office (DRMO). Units with truckloads or a larger quantity of material (i.e. furniture, scrap wood/metal) should contact the responsible DRMO for a turn in appointment. Information on DRMO turn in procedures and the SORT Center operation can be obtained at the USAG Mannheim Environmental Management Division at 381-8675/7029.

CHAPTER 11

Safe Neighborhood Awareness Program (SNAP)

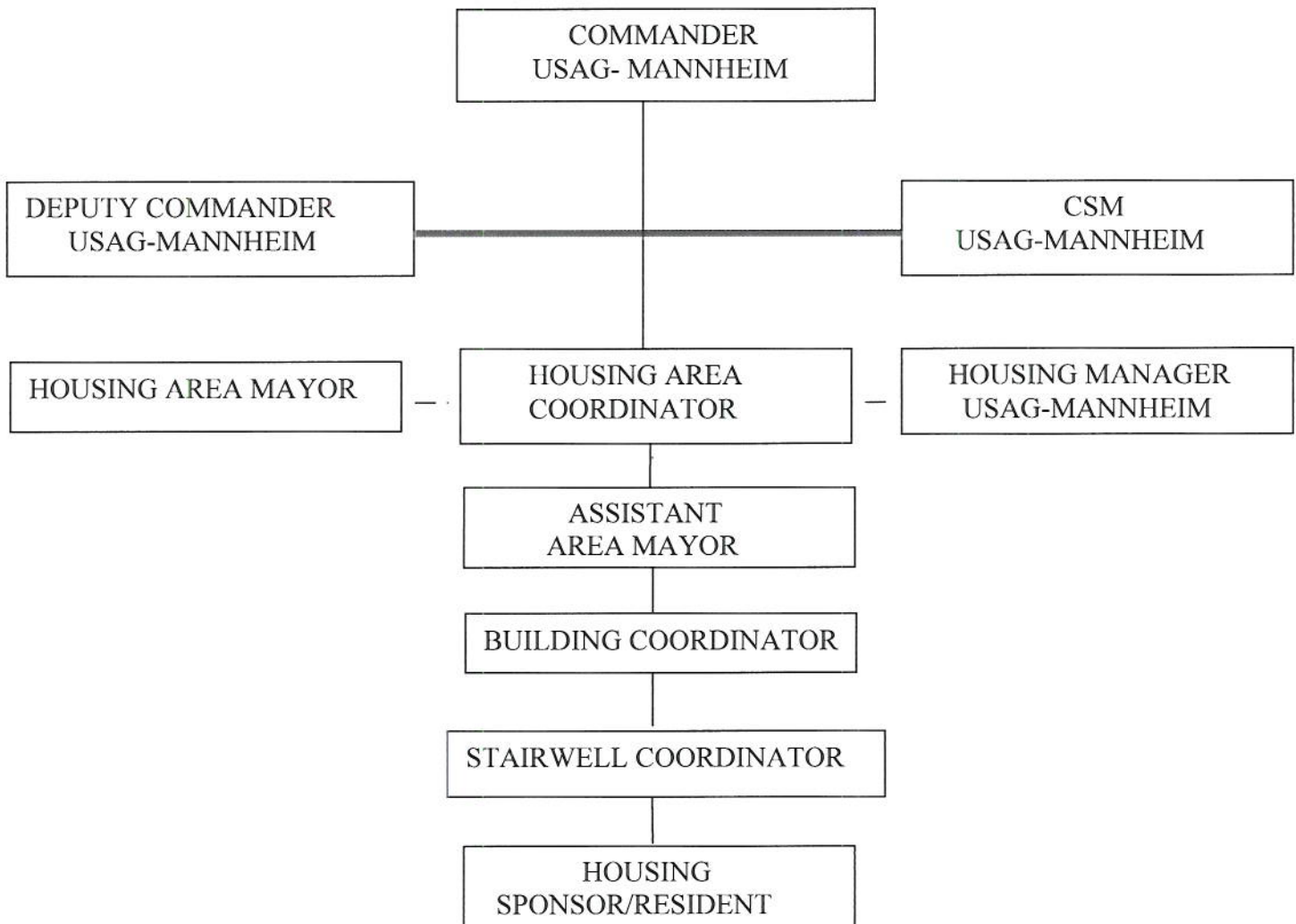
1. General: The SNAP is composed of an organized network of residents interacting with the neighbors and the Military Police in preventing and detecting crime, increasing security awareness and good order and discipline in the housing areas.
2. Objectives: The SNAP is designed to encourage military sponsors and their families to participate actively in protecting their property and the property of their neighbors, to detect and correct problems with neighborhood discipline and order issues before they require law enforcement involvement, to participate actively in crime prevention programs and to report suspicious activities to the Military Police. Additionally, the program is designed to develop the following:
 - a. Awareness of community discipline and crime trends and development of prevention efforts.
 - b. Knowledge of quarter's security procedures and their effectiveness.
 - c. A cooperative system of surveillance over each neighbor's property and the neighbor common areas.
 - d. Accurate observation and reporting of suspicious activities.
 - e. Reliable two-way information links between the families in the community and the Military Police.
3. Responsibilities:
 - a. Area Coordinators are encouraged to accept the primary role as facilitator of SNAP in their area.
 - b. Building Coordinators are the primary link between the DES and their area of responsibility. Building Coordinators will be the eyes and ears of the DES by providing accurate and timely criminal intelligence information and assist in the deployment of Military Police assets. Building Coordinators will attend SNAP training sessions (conducted weekly at the USAG Mannheim DES on Mondays at 1000 hours or by appointment with the SNAP Facilitator).

APPENDIX 1 TO CHAPTER 1
HOUSING AREA STRUCTURE

AREA	LOCATION	BUILDING NUMBERS
A	Grant Circle and Taylor Street	2001 through 2057
B	Jackson Street	636 through 652
C	Jefferson Street	657 through 665 671 through 678
D	Jefferson and Washington Street	653 through 656 666 through 670 679 through 684
E	Lincoln Street	190 through 199
F	Washington Street	685 through 695 701 through 704
G	Columbus Street	287 through 289 296 through 304 306 through 310
H	Columbus Street	279 through 285 290 through 295

APPENDIX 2 TO CHAPTER 1

HOUSING AREA CHAIN OF COMMAND



The above Chain of Command should be used for the resolution of any complaints or disputes that may arise within a housing area. (The solid line reflects the Chain of Command; the broken line reflects the support chain available to Area Coordinators.)

Area Coordinators, Assistant Area Coordinators, Building Coordinators and the USAG Mannheim command staff group may issue Housing Citations (APPENDIX 1 to CHAPTER 3) to residents who fail to fulfill their responsibilities or who are in violation of this directive or

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other applicable directives. The Housing Manager, upon request of an Area Coordinator, will issue a formal warning letter. If subsequent warning letters are necessary, they will be from the USAG Mannheim Commander to the sponsor through his/her Brigade and Battalion Commander.

APPENDIX 3 TO CHAPTER 1
HOUSING AREA CHAIN OF COMMAND
FIRE EMERGENCY NUMBERS

COMAMNDER, USAG-MANNHEIM: _____ PHONE#: _____

CSM, USAG-MANNHEIM: _____ PHONE# _____

AREA COORDINATOR, COMMANDER: _____ PHONE# _____

BUILDING#: _____ APARTMENT#: _____

ASSIST. AREA COORDINATOR: _____ PHONE# _____

BUILDING#: _____ APARTMENT#: _____

BUILDING COORDINATOR: _____ PHONE#: _____

BUILDING#: _____ APARTMENT#: _____

ALTERNATE BUILDING COORDINATOR: _____ PHONE#: _____

BUILDING#: _____ APARTMENT#: _____

STAIRWELL COORDINATOR: _____ PHONE#: _____

BUILDING#: _____ APARTMET#: _____

APPENDIX 1 TO CHAPTER 2

BUILDING COORDINATOR / STAIRWELL COORDINATOR
PERFORMANCE COUNSELING CHECKLIST

NAME: _____ POSITION: _____ BLDG# _____

	<u>EXCELLENT</u>	<u>SATISFACTORY</u>	<u>NEEDS IMPRVMT</u>
1. Interior Repair, Cleanliness	_____	_____	_____
a. Stairwells	_____	_____	_____
b. laundry Rooms	_____	_____	_____
c. Storage Areas	_____	_____	_____
d. Hall Lights	_____	_____	_____
e. Window Bars	_____	_____	_____
2. Exterior Beautification / Cleanliness	_____	_____	_____
a. Preservation of Landscaping	_____	_____	_____
b. Lawn Mowing / Seeding / Watering	_____	_____	_____
c. Shrubbery Trimming	_____	_____	_____
d. Carports / Parking Lots, Sidewalks	_____	_____	_____
e. Playgrounds	_____	_____	_____
f. Dumpster / Garbage Areas	_____	_____	_____
g. Other Exterior Common Areas	_____	_____	_____
h. Street Lights	_____	_____	_____
i. Clean-up Campaign Participation	_____	_____	_____
3. Fire Safety and Utility Conservation	_____	_____	_____
a. Stairwell clears of stored items	_____	_____	_____
b. All stairwell and exit doors closed	_____	_____	_____
c. All common use doorways locked	_____	_____	_____
d. All attic windows closed	_____	_____	_____

APPENDIX 1 TO CHAPTER 2 (continued)

	<u>EXCELLENT</u>	<u>SATISFACTORY</u>	<u>NEEDS IMPRVMT</u>
4. Discipline	_____	_____	_____
a. Complaint Resolution	_____	_____	_____
b. Quiet Hour Enforcement	_____	_____	_____
c. Pet Control Enforcement	_____	_____	_____
d. Child Control Enforcement	_____	_____	_____
e. Yard / Attic Sales Procedures	_____	_____	_____
f. Incident Rate	_____	_____	_____
g. Vandalism Rate	_____	_____	_____
5. Coordination and Control	_____	_____	_____
a. Required Training	_____	_____	_____
b. Alternate Appointed in Writing	_____	_____	_____
c. Conducts Required Meetings	_____	_____	_____
d. Attends Required Meetings	_____	_____	_____
e. Completes Required Inspections	_____	_____	_____
f. Conducts Required Counseling	_____	_____	_____

6. COMMENTS:

a. Specifically justify “excellent” and “needs improvement” ratings above. Indicate by specific numbered / lettered area.

b. General comments relevant to performance.

c. Use continuation sheet as necessary.

(Signature and Date)

(Signature and Date)

(Signature and Date)

(Signature and Date)

APPENDIX 1 TO CHAPTER 3

DEFICIENCY CITATION

TO: _____
(Rank, Name)

ADDRESS: _____
(Building Number and Street Address)

YOU ARE HEREBY ADVISED THAT YOU ARE IN VIOLATION OF USAG MANNHEIM
ORDER 420-1, ARMY FAMILY HOUSING MANAGEMENT POLICY IN THAT:

**YOU ARE ENSURING THAT THE ABOVE DEFICIENCIES ARE CORRECTED
WITHOUT DELAY. SHOULD YOU FAIL TO TAKE CORRECTIVE ACTION BY**

(Date)

**YOUR COMMAND AND THE HOUSING CHAIN OF COMMAND WILL BE
NOTIFIED OF YOUR FAILURE TO ABIDE BY ESTABLISHED POLICIES.**

(Signature)

(Position)

APPENDIX 2 TO CHAPTER 3

SAMPLE STAIRWELL COORDINATOR APPOINTMENT MEMORANDUM

IMEU-MAN-PWH (420-1)

(Date)

MEMORANDUM FOR _____
(Grade, Name, and Address)

SUBJECT: Appointment as Stairwell Coordinator

1. Reference: Memorandum, IMEU-MAN-PWH, subject: Army Family Housing Management Policy (USAG Mannheim Order 420-1).

2. You are hereby appointed as Stairwell Coordinator for _____.
Specific duties of a Stairwell Coordinator are contained in **CHAPTER 4** to the above reference.

3. You are to designate an Alternate Stairwell Coordinator to assume your responsibilities during periods of your absence, to include long-term deployment. The name and address of the individual appointed as Alternate Stairwell Coordinator is to be provided to the undersigned.

4. The period of this appointment is indefinite or until properly relieved from appointment by the Building Coordinator.

(Signature)

(Name of Building Coordinator)

(Building Number/Address)

CF:
Assistant Area Coordinator
USAG Mannheim Housing Division

APPENDIX 3 TO CHAPTER 3
DEPARTMENT OF THE ARMY
U.S. ARMY GARRISON MANNEHIM
UNIT 29901
APO AE 09086

IMEU-MAN-PWH (420-1)

DATE:

MEMORANDUM FOR: _____

SUBJECT: Assigned of Alternate / Acting Building Coordinator

1. Reference, United States Army Garrison Mannheim (USAG Mannheim) Order 420-1, dated 12 February 2008.

2. You are hereby assigned as the alternate/acting building coordinator for Bldg#: _____. Area: _____. Duties of the Building Coordinator are contained in **CHAPTER 3**. Your Assistant Area Coordinator is _____. Your Primary Area Coordinator is the Commander, _____.

1. Above reference is the primary guidance governing the management of Government controlled housing within the Mannheim Community. A copy of this regulation is provided to all occupants on the USAG Mannheim web page: <http://www.home.mannheim.army.mil>. You should thoroughly familiarize yourself with the contents of this directive and ensure that the requirements are enforced throughout your assigned housing area. Stairwell Coordinators under your supervision should also be thoroughly familiar with the contents of this directive. A listing of all building residents will be made available to you upon your request to the Housing Division.

2. As the alternate Building Coordinator you are also appointed as the Fire Warden for your building. Duties are outlined in the USAG Mannheim order 420-1. Ensure you are thoroughly familiar with your duties and responsibilities as alternate/acting building Fire Warden.

3. This appointment is valid during any absence (i.e. TDY, leave, deployment etc.) of the primary building coordinator. Thirty (30) days prior to departing on PCS while the alternate/acting building coordinator, you must notify the Housing Office, Building 255, Room 201, DSN 385-2611/3548, to be relieved of your appointment.

Signature of Building Coordinator, Building # _____

APPENDIX 4 TO CHAPTER 3
BUILDING COORDINATOR CHECKLIST

NAME: _____ BUILDING NUMBER: _____

PART A: INTERIOR BUILDING INSPECTION CHECKLIST

1. Stairwells/Hallways:

- a. Floors/railings swept daily _____
- b. Floors/railings mopped/wiped weekly _____
- c. Spills cleaned up immediately _____
- d. Housing Area Chain of Command posted visibly _____
- e. Lights in common-use areas _____
- f. No trash, waste or refuse build-up _____
- g. No unsecured individual property _____

2. Laundry Rooms:

- a. Washers/dryers all functional _____
- b. Inside/outside of all washers/dryers clean _____
- c. Lint traps clean in washers and dryers _____
- d. Floors swept/mopped weekly _____
- e. Utility sinks clean/sanitized _____
- f. Garbage cans emptied and clean _____
- g. Utility sinks clean / sanitized _____
- h. Walls/windows wiped down/cleaned _____
- i. Lights work _____
- j. No personal property left unsecured _____

3. Attics / Storage Areas and Play Rooms:

- a. Floors swept/mopped weekly _____
- b. Garbage cans emptied/cleaned _____
- c. No trash, waste or refuse build-up _____
- d. Walls/windows wiped down/cleaned _____
- e. Individual property secured _____
- f. Lights work _____

APPENDIX 4 TO CHAPTER 3 (continued)

- g. All windows in unfinished attics closed _____
- h. All doors locked _____

PART B: EXTERIOR BUILDING INSPECTION CHECKLIST

- 1. Exterior steps, sidewalks and gutters are swept _____
- 2. Carports and Parking Lots:
 - a. Policed of all trash _____
 - b. Not used for storage of furniture, unregistered
or non-operational vehicles _____
 - c. Swept weekly _____
 - d. Parking only in approved spaces _____
- 3. Garbage Containers:
 - a. Emptied regularly _____
 - b. Surrounding area policed as needed _____
 - c. Individual garbage wrapped _____
- 4. Building Exteriors:
 - a. Outside glaze on stairwells and walls cleaned weekly _____
 - b. Common windows cleaned quarterly
(State date last cleaned _____) _____
- 5. Playgrounds:
 - a. Policed of all trash weekly _____
 - b. All equipment functional/safe _____
 - c. No pet waste in area _____
- 6. Other Exterior Areas:
 - a. All trash policed weekly _____
 - b. Lawns mowed weekly _____

APPENDIX 4 TO CHAPTER 3 (continued)

- c. Holes filled, spots re-seeded, as required _____
- d. Shrubs trimmed as required _____
- e. All pet waste removed _____
- f. Street lights, all exterior building lights work properly _____
- g. All exterior doors closed and secured _____

PART C: COMMENTS

1. Specifically identify problems with deficient areas and corrective actions taken.
2. Identify assistance needed from Area Coordinator and/or the community staff to ensure appropriate corrective action.
3. Use a continuation sheet if necessary.

(Signature)

(Date)